



# Service Bulletin

File in Section: -

Bulletin No.: PI1233

Date: May, 2014

## PRELIMINARY INFORMATION

**Subject:** DTC Symptom Byte Documentation

**Models:** 2011-2015 GM Passenger Cars and Light Duty Trucks

### **Condition/Concern**

When job cards are submitted, DTC symptom byte information is required.

### **Recommendation/Instructions**

When documenting DTC information, the DTC symptom byte needs to be included along with the module it was set in. Please enter the DTC and Symptom Byte information in the "Cause" section of the GWM claim. For example: B0014 0D (where the first four characters are the DTC and the last two are the symptom byte).

With the added technology within the vehicle, adding the symptom byte to the documentation speeds up the process and pinpoints the problem for the supplier and engineering when trying to root cause a vehicle problem. For further information please refer to section 1.6.2.10 – Details of Cause and Correction in the GM Service Policies and Procedures Manual. In Canada, see 1.6.2 c - Details of Customer Concern, Cause of Failure and Correction.